



What was health care and adult social care like in England in 2023 and 2024?

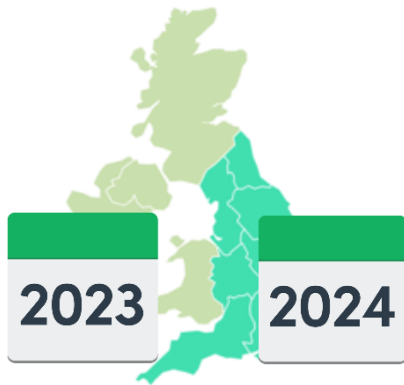
October 2024



Easy read version of 'The state of health care and adult social care in England 2023/24'



We are the Care Quality Commission (CQC). We check how good health and social care services are in places like hospitals, GP surgeries, care homes and homecare services.



This booklet tells you what we found out about these services in England over the last year.

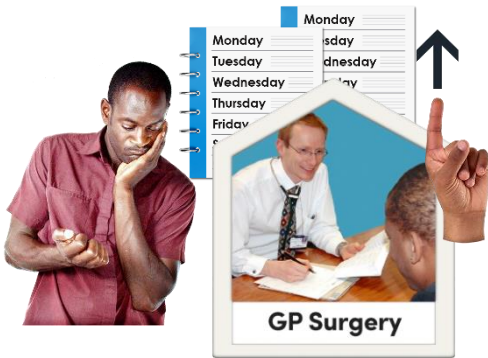
Primary and community care



Primary and community care includes services like GP surgeries, dentists, health visitors and district nurses.



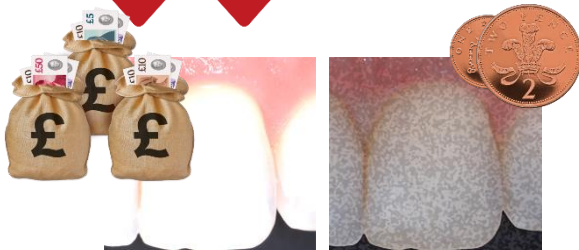
More people are having difficulties getting an appointment to see a GP than before.



The number of people waiting more than 2 weeks for an appointment at a GP surgery has increased by nearly a million people in the last 4 years.



People are also having difficulties getting an appointment at an NHS dentist.



Children living in the poorest areas of England are much more likely to have problems with their teeth than children living in the richest areas.

Adult social care



Adult social care includes services like care homes, homecare and supported living services.



More people are needing support from adult social care services, but the amount of support given has not kept up.



This means a lot of people are not getting the care they need.



This can also mean people have to wait in hospital longer while they wait for a care home or homecare.



Even though services face difficulties, we still see very good adult social care services that are making a big difference to people's lives by making sure they get person-centred care.

Mental health



More people are looking for care and support for their mental health.



This means many people are finding it difficult to get that support.



This then means people can end up having to go to hospital in an emergency.

Some people, like people in poorer areas, women, and people from some ethnic backgrounds are more likely to have to go to hospital because of their mental health needs than others.



We are still worried about services for people with mental health needs – including safety in some mental health hospitals.

Hospital care



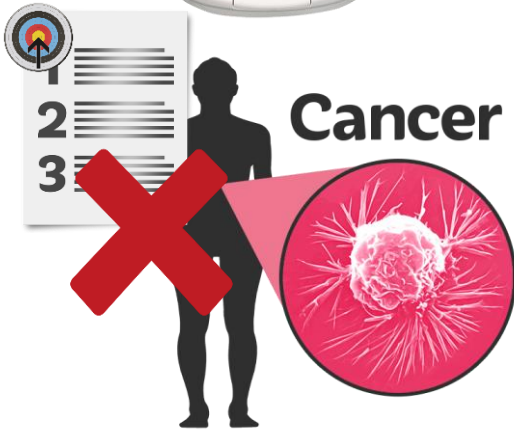
Health and care services are very busy, which means that many people, including children, are not getting the care they need in their communities when they need it.



This means people's health can get worse, so they need to stay longer in hospital for more support and treatment.



A lot of people are waiting a long time for tests that can help work out if people are sick or have a disease.



Most of the targets for how long it takes for people to be treated or supported for cancer are not being met.



We worry that people will begin to accept hospital services that are below standard.

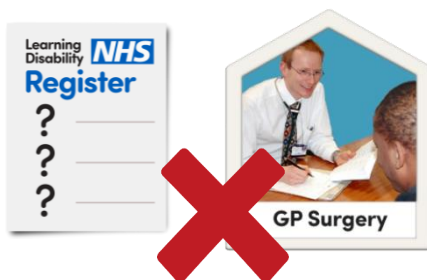
Health and care services for people with a learning disability and autistic people



Only around 1 in 4 people with a learning disability are on the **learning disability register**.



The learning disability register is a list of people who have a learning disability; doctors use this list to make sure they get the right support in the right ways.



If they are not on the list, people may be missing out on the right care and treatment.



People are waiting longer to get a check to see if they are autistic.



This wait is nearly a year for a lot of people, even though checks are supposed to happen in less than 3 months.



Waiting times for autism checks are longer for children and young people than they are for adults.

Other areas of health and care we are worried about



Too many women are still not getting good care when they go into hospital to have a baby.



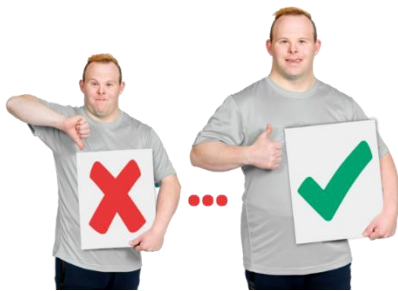
Nearly half of the 131 hospitals we checked needed to make improvements to services for these women.



We are worried that children and young people are not always able to get health services when they need them.



Even though parents and carers may be able to see when their child is very unwell, many feel they are not being listened to by doctors and other health staff.



Our work looking at dementia, which is an illness affecting the brain, shows how good care services can really improve people's lives.



But health and care staff do not always understand the needs of people with dementia.



We are worried that people's rights are not being protected when they need to have their freedom taken away, like when they have to stay in hospital.

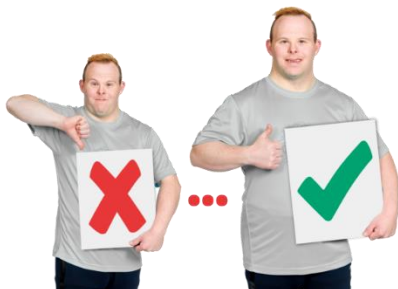


Many people have to wait a long time before someone checks that their rights are protected.



This has not been working well for many years and will carry on if changes are not made.

How health and care organisations are working together in an area



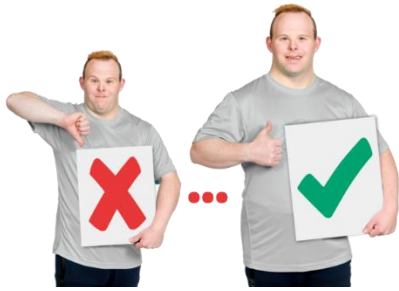
To make health and care better in an area, local health organisations need to:



- provide more health services that are not in hospital to take the pressure off emergency care services



- understand the people in their area so they can support them well, including children who need a dentist and people with dementia.



To make health and care better in an area, local councils need to:



- make sure that carers (people who care for their family members or friends) know about support they might be able to get.



- work more closely with local charities and community groups to make sure everyone knows about care and support in their area.

Find out more



Look at our website here:

www.cqc.org.uk/stateofcare



If you want to give feedback on your care – it can be good or bad, fill out our form here: www.cqc.org.uk/give-feedback-on-care



Or you can call us on:

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